

MEMORANDUM

May 2, 2008

TO: Gabe Alborno, Director, Department of Recreation

FROM: Chris Cihlar, CountyStat Manager

SUBJECT: Follow-up steps outlined in the May 2, 2008 CountyStat meeting.

The following items were discussed during the May 2nd follow-up meeting for the Department of Recreation Performance Plan:

1. Study the feasibility of utilizing Disney Institute, or other, training/consulting services to assist the Department of Recreation in identifying opportunities to increase customer service and satisfaction.
Responsible parties: Department of Recreation
Other parties involved: None
Deadline: June 25th, 2008
2. Include questions in the Customer Service Survey instrument that focus on the provisions of customer satisfaction as they relate to process elements of Department services (i.e. registration ease of use, refund and payment ease of use). Include questions in Well-Being Survey that specifically measure instructor performance.
Responsible parties: Department of Recreation
Other parties involved: CountyStat
Deadline: June 25th, 2008
3. Create a process to centralized, collect and respond to customer complaints. This process should be backed with an electronic system that allows for easy reporting and customer follow-up.
Responsible parties: Department of Recreation
Other parties involved: CountyStat, DTS
Deadline: July 14th, 2008
4. Clearly outline course expectations in Department of Recreation Literature to provide the public with requirements to pass courses and the average rate of participants that successfully pass a course.
Responsible parties: Department of Recreation
Other parties involved: CountyStat
Deadline: July 1st, 2008
5. Draft a performance measure for the Positive Youth Development Initiative that directly relates to the stated mission, goals and objectives of Departmental services.
Responsible parties: Department of Recreation
Other parties involved: CountyStat
Deadline: June 25th, 2008

6. Conduct study identifying the overlap and the impact of this overlap on services provided by the Department of Recreation and those offered by the Department of Parks and Planning.

Responsible parties: Department of Recreation

Other parties involved: CountyStat

Deadline: July 25th, 2008

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer